



THE FRC SCOOP

Fremont Family Resource Center

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Volume 3, Issue 2

Summer 2004

Are You MONEY \$MART?

Financial Education helps individuals and entire communities. An understanding of credit and banking services encourages people to save, buy homes, and improve their financial health and well-being.

Recognizing the importance of financial education, the FRC is now offering classes using the **Money Smart** curriculum. The **Money Smart** curriculum was created by the Federal Deposit Insurance Corporation (FDIC) to help adults outside the financial mainstream build financial knowledge, develop financial confidence, and use banking services effectively.

On March 25, 2004 Hazel Knowles, from 4C's, and a **Money Smart** instructor for that agency, was a presenter at the Lunchtime Learning Series at the FRC.

To introduce this curriculum to FRC staff, Hazel gave an overview of the **Money Smart** curriculum along with a sample of two sections.

The topics discussed from the **Money Smart** training were Identity Theft from Module 6 "Keep It Safe" and Credit Reports from Module 7 "To Your Credit". Identity theft is the fastest-growing white-collar crime in the United States, according to the F.B.I. Identity theft occurs when someone uses your name, Social Security number, credit card number or some other piece of your personal information to apply for a credit card, make unauthorized



purchases, gain access to your bank accounts or obtain loans under your name. Unfortunately, most people do not know that they have been victims of identity theft until mysterious charges appear on their credit card bills or they are rejected for a mortgage because unpaid bills appear on their credit report. We discussed ways to avoid ID theft and steps to take if you discover that you are a victim.

Another important step to financial security is understanding your credit report and building a positive credit history. We learned how to get a copy of our credit report, what information is used to come up with our credit score and how we can repair our credit report our self. Our credit score doesn't just affect whether or not we get a loan; it also affects how much that loan is going

to cost us. As our credit score increases, our credit risk decreases. This means our interest rate decreases.



FRC staff and our customers can learn more about these topics and much more in the **Money Smart** classes. Our first FRC class began May 26th and will be running through July. Plans are underway to offer more classes in the fall. Call 574-2290 for more information on the FRC **Money Smart** classes, or contact Hazel Knowles of 4C's at 510-584-3120 or e-mail at hazelk@4c-alameda.org if you or someone you know is interested in classes in Hayward or Oakland.

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From the FRC Administrator

By Judy Schwartz

*S*ummertime...and the livin' is easy..... At least that's what the song tells us...today most of us are not so interested in whether "*the catfish are jumpin or the cotton is high,*" but we do enjoy the beautiful weather, the slightly slower pace and the summer break from school. However, it sure isn't the case that "*the livin is easy*" for so many of the families that we serve. As I write this column, the California State Legislature is grappling with the May Revise of the 04/05 California State Budget delivered to them by Governor Schwarzenegger. Thankfully, due to the strong advocacy of those interested in the welfare of all families, many of the major cuts to Medi-Cal and other health programs originally proposed in January have been rescinded. Substantial spending cuts nevertheless remain, and most FRC agencies will have to grapple with the challenge of continuing to deliver high quality social services to increasing numbers of families, with less resources available to do.

In this environment of diminishing resources, it is very important that we provide coordinated efficient services to our customers, and that we focus on assisting the families we serve to develop skills to be more empowered and more self sufficient, relying less over time on government and non-profit services. This SCOOP is full of evidence of that focus. Read about the **Cabrillo Neighborhood Project**, and how parents (and residents) are coming forward to bring programs to their children's schools. Read about the success of the **Volunteer Income Tax Assistance (VITA)** Program and our first **Money Smart** class here at the FRC. Read about the feedback our customers gave us in our last **FRC Customer Survey Day**. Learn from **Resource Rosie**, our resident expert on hooking FRC staff and customers up the right resource for a particular problem. Read about how the **Employees of Washington Hospital pitched in** to create a better environment for **SAVE's** clients surviving domestic violence. Be introduced to some amazing teens who, through sharing their experiences, are "**Wiping Tears,**" to help other teens in need. There's also a quick and handy guide on how to contact your **local elected officials**, how to register to vote and an **FRC Event Calendar** to keep you in touch with your community.

The FRC continues to attract visitors from near and far, who are interested in our model of service delivery. This spring marked the publication of "*Connecting Residents to Integrated Neighborhood Services,*" a write-up by the Center for the Study of Social Policy (a program of the Annie E Casey Foundation) of the Peer Technical Assistance Match between White Center/Seattle, and the FRC and San Mateo County. This document and other exchanges serve to enrich our program while sharing what we have learned with others. Copies of this publication are available at the Administration office in Suite A110. The FRC is about people.... caring parents, children, committed employees ...all working together to create community. Enjoy this issue of the Scoop and do take some time to "live a little easier" this summer!



Family Support Services Is Easier To Reach!

The FRC's Family Support Services has a new phone number, 574-2291, so take note! As professional social workers, we're here to help any family that comes to the FRC deal with tough issues they may be facing. Feel free to give us a call at our new number if you have a family that needs community resources or help in coordinating services. We can link families to information about housing and shelters, offer financial and credit resources, provide mental health counseling and offer information about classes to strengthen parenting strategies and help provide children's assessments and testing for children who may have learning challenges. We're here to offer ongoing support for families interested in making changes in their lives. Please call us if you have questions or want to refer a family to us.

(510) 574-2291

THE FRC SCOOP

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The FRC Scoop is published four times a year and is distributed to FRC agencies, funders and other interested parties. Its mission is to provide a forum for the exchange of ideas and information among FRC agencies in order to create a more integrated service delivery system for our clients.

The FRC Scoop is a publication of the Fremont Family Resource Center, a collaborative of 22 city, county, state and non-profit agencies lead by the City of Fremont Human Services Department. For more information, contact Naomi Nakano-Matsumoto at 510-574-2282 or nnakano-matsumoto@ci.fremont.ca.us.

Building Community Leaders through Mini Grants! --Cabrillo Neighborhood Project

by Robin Michel

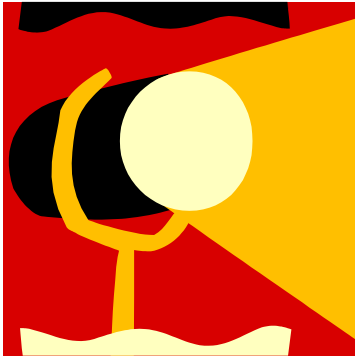
Over the last two years, the FRC has been working in the Cabrillo neighborhood in Fremont, to increase resident involvement and to assist parents and community members to improve their schools and neighborhoods through involvement and advocacy. In order to launch its community building work in the Cabrillo Neighborhood, the FRC received funding from the S.H. Cowell Foundation, the Evelyn and Walter Haas Jr. Fund, and the United Way of the Bay Area. Through interviews with parents and residents, and in a series of “visioning” meetings with school and neighborhood leaders, residents, and parents, four goals to address major concerns were identified:

- Creating constructive opportunities for our children, particularly after school
- Cleaning up the neighborhood, dealing with abandoned housing
- Creating more affordable housing opportunities.
- Making the neighborhood safer; dealing with gangs and growing crime rates

Mini-Grant Program

Through an innovative program that offers modest seed money (\$100-\$2,000) to bring after-school activities to the Cabrillo Neighborhood, children at the three elementary schools (Cabrillo, Oliveira, and Patterson) have benefited from an ever-increasing array of opportunities. After-school programs have included art classes at all three schools, garden clubs at two of the schools, drama, square dancing, ballet folklórico, yoga, birdhouse construction, and more. These programs are free to participants, and it is estimated that at least 450 children have participated in the classes altogether. Parents are also encouraged to participate, and it has been very gratifying to see parent and child doing yoga, learning square dancing, or how to hit a nail together. Not only does this program provide valuable after-school enrichment to children who might not have access to fee-based programs, one of the added benefits is how this program is developing neighborhood capacity by developing skills, talents and leadership of parents and residents. Community residents and parents also serve on the mini-grant committee, which just completed a process of defining the eligibility and structure for their committee and their decision making. The mini-grant committee receives the mini-grant requests, and makes decisions which requests to fund. Last spring, Oliveira parent Teresa Hansen became one of the first recipients to receive a mini-grant. Teresa is a bubbly, effervescent woman whose first language is Spanish. She saw the crochet class as a way to share her skills with children, be an active participant at their schools, and—most important—offer children an alternative to hanging out on the streets. Her crochet class was a big hit, with as many as 25 students participating at one time. This year, in addition to crochet, Teresa is also teaching an after-school volleyball class for parents and children. “I am happy knowing that I can do for others,” Teresa says in her halting English.

Teresa has learned how to navigate language barriers that often keep non-English speaking parents from getting involved, gaining confidence, and giving greater visibility to other non-English speaking parents. Although it is evident that Teresa has grown as a leader through the Cabrillo Neighborhood Project, she doesn’t necessarily see herself as one. “Anything I do in the school, I do with others,” she says. “It is not just me alone, it’s everyone [working together].”



Agency Spotlight: Fremont's Youth & Family Services Celebrates 30th Anniversary

by Iris

I found Youth and Family Services after my son ran away. We'd been working with a therapist in town, but our counselor at YFS was more effective and more affordable, too!.

Youth and Family Services (YFS) has assisted thousands of families through difficult times over its 30-year history by providing affordable counseling, parent education and support for children and families. As a division of the City of Fremont's Human Services Department, the YFS offers the community a seasoned team of nine licensed Marriage and Family Therapists (MFT), one Psychologist and 16 counseling interns or trainees led by a Clinical Supervisor.

YFS is the City of Fremont's "Youth Service Center," part of a countywide delinquency prevention network funded through the Alameda County Probation Department. As Fremont's Youth Service Center, YFS assists families when a child is running away, "beyond parental control", or involved in first-time criminal offenses. Services include family crisis intervention, assessment and follow-up counseling for youth and their families.

Through this network, Fremont Police can pick up a runaway or truant youth and take them to YFS. At the YFS office, the counselor on crisis duty arranges to meet with the family as soon as the parents/guardians can get to YFS. After business hours the police take children to the "Malabar" Crisis Receiving Home, and a YFS counselor follows up the next day (except Sundays).

The **Truancy Intervention Program**, a joint effort of YFS, Fremont Unified School District (FUSD) and the Fremont police, grew out of the youth service center model to focus on helping youth be more successful at school and address school attendance problems.

In addition, **Counseling Services at the Fremont Police Department** are provided by one of YFS' licensed counselors and a counseling intern. They focus on assisting families of youth involved in a traumatic event, and diversion counseling for first-time youthful offenders

In the spirit of prevention, YFS started the **Infant Toddler Program (ITP)** in July 2001. ITP assists Tri-City families with children aged five years and younger by providing counseling and care coordination through home visits as well as at the YFS office in E500. Bilingual services in Spanish are also available.

Healthy Choices is a joint program of YFS and Fremont Unified School District to provide **counseling services at Fremont school sites**. The program utilizes graduate and post-graduate volunteers from masters and doctoral programs who are in the process of completing their supervised child and family therapy hours. These mental health professionals work with 400 youth and families a year, and greatly expand YFS' language and cultural capacity to serve our diverse community.



From left to right;

EARN IT! KEEP IT! SAVE IT!

Campaign Huge Success At FRC



Our second season of **Volunteer Income Tax Assistance (VITA)**, this year coined “*Earn it! Keep It! Save It!*” ...was a huge success, thanks to the dedication of **55** hard working volunteers, who “did everything” including tax preparation, screening, greeting, financial independence counseling, coaching, volunteer coordination, and transmitting! Volunteers logged in over **2,350** hours over the course of the VITA season. Our wonderful volunteers logged over **2300** hours of time. This effort was well worth it....this year we served **421** families, helping these families to claim \$368,093 in Earned Income Tax Credit alone! The average Earned Income Tax Credit (EITC) refund was \$1,410. Total federal refunds claimed were \$549,158. The FRC VITA program was part of an Alameda County-wide collaborative aimed at increasing the number of Alameda County families who claim the EITC. The Alameda County Campaign collectively served **3,796** families, claiming a total of \$2,432,859 in EITC and \$4,744,018 in total federal returns. The *Earn It! Keep It! Save It!* Collaborative includes the Internal Revenue Service, Alameda County Social Services, United Way of the Bay Area, the **Annie E Casey Foundation**, and community based organizations throughout the county. The FRC also received funding from the **Evelyn and Walter Haas Jr. Fund** to support our site.



The FRC Thanks and Honors the 2004 VITA Volunteers for their Commitment, Dedication and Service to our Community

Bold = FRC employee * = over 200 hours of service

<i>Arnie Becker</i>	<i>Anamika Kothari</i>	<i>Anthony Sapienza</i>
<i>David Canio</i>	<i>Deborra Lay</i>	<i>Vistal Shah</i>
<i>Jonathan Canio</i>	<i>Paul Lee</i>	<i>Nita Shah</i>
<i>John Chang</i>	<i>Wendy Leung</i>	<i>Michael Shapiro</i>
<i>Abraham Castro</i>	<i>Bo Li</i>	<i>Dennis Shirley</i>
<i>Elena Chau</i>	<i>Stephanie Li</i>	<i>Bjorg Swint</i>
<i>Sergey Chikanov</i>	<i>Radha MahesRam</i>	<i>Penelope Tan</i>
<i>Tanya Chikanov</i>	<i>Ann Manavalan</i>	<i>Gail Tanner</i>
<i>Susan Chow</i>	<i>Genaro Mempo</i>	<i>Emily Tang</i>
<i>Qing Deng</i>	<i>Marzia Mujaddide</i>	<i>Joey Tchang</i>
<i>Kennedy Fan</i>	<i>MaryLou Navidad</i>	<i>Sumathi Vijaykumar*</i>
<i>Michael Frazier*</i>	<i>Meredith Nikkel</i>	<i>Joyce Wei</i>
<i>Arlene Frazier *</i>	<i>Victor Olivas</i>	<i>Marian Wilhite</i>
<i>Maria Garcia</i>	<i>Christin Pansawira</i>	<i>Loretta Williams</i>
<i>Janis Garner *</i>	<i>Diep Pham</i>	<i>Alwina Wong</i>
<i>Jane Huang</i>	<i>Corey Pedersen</i>	<i>Allison Wood</i>
<i>Gil Jaimes</i>	<i>Skyler Pedersen</i>	<i>Xu Yang</i>
<i>May Jin</i>	<i>Duane Profeit</i>	<i>Johnny Yee</i>
<i>R.Vijaya Jyothi</i>	<i>Emma Robles</i>	<i>Syeda Yunus</i>
<i>Rachel Kang</i>	<i>Nina Sachdev</i>	<i>Xueling Zhang</i>



Washington Hospital Employees Honored for Shelter ‘Extreme Makeover’

by Sherri _____

Washington Hospital Employee Association (WHEA) won a national Newspaper Award for its October 2003 Make a Difference Day project renovating the Shelter Against Violent Environments (SAVE) shelter for abused women and their children. The award was one of 545 awarded nationally, which includes certificates and publication in USA Weekend. Make a Difference Day is a national day of volunteering. In 2003, more than 3 million volunteers participated nationally, and 5,000 groups entered for an award.

When WHEA members first met with SAVE in the spring of 2003, they planned to adopt one room at the shelter. After touring the shelter, they were taken with how much work was needed and decided to adopt more. “There was mismatched everything, somebody else’s hand-me-downs throughout the whole thing. It was unbelievably sad,” described Nancy MacDonald, an association board member. As the WHEA representatives presented the idea to the various departments at Washington Hospital, everyone was so excited and willing to help that the project grew to renovating almost the entire interior.

“The project touched employees’ hearts because many regularly see the victims come into the ER,” said Nancy.

Through employees’ efforts, approximately \$20,000 was raised for the project. The coordinators registered at Target so employees and departments could easily purchase items specifically selected for the new décor. Several local businesses generously donated carpeting, paint, and blinds.

During the planning phase, WHEA coordinators communicated regularly with the Shelter director. In general,

the project was completely handled by WHEA, requiring minimal work by agency staff.

The shelter was renovated and redecorated over the Make a Difference Day weekend by more than 100 Washington Hospital employees. The overwhelming support from employees enabled the project to be completed a day ahead of schedule. The end result: 13 rooms were renovated, which included 7 bedrooms, 4 bathrooms, the living room, and den. The rooms were cleaned, bathroom vanities replaced or repaired, bedding replaced with a unique theme or color scheme, accessories added to liven up the rooms, and new furniture added where necessary. WHEA also arranged alternative housing for the shelter clients on the weekend that the work was done. They returned to an inviting, warm, and beautiful new home.

SAVE’s clients come from violent, depressive environments, and a warm and snugly situation helps to bring up their spirits, according to Rodney Clark, SAVE’s Executive Director. “It’s part of bringing them back up and making them whole again. They feel better about themselves because they’re coming into a place that looks and feels nice.” As one child said when first entering the shelter, “This is a castle!”

SAVE Offers Daytime Support Group

Shelter Against Violent Environments (SAVE) announces a new daytime drop-in support group for women affected by domestic violence. The group will meet on Mondays 10:00 am – 12:00 pm, in the Nova Room at FRC. Childcare will be available through Discovery Cove. For more information, contact SAVE at (510) 574-2250 or info@save-dv.org.



Before



After



After

Cabrillo Neighborhood Project

(continued from page 3)

Working Together

Working together is the very heart of the Cabrillo Neighborhood Project. Parents, residents, business leaders, educators, City staff, and the FRC have joined forces to create meaningful change in the lives of one small neighborhood. In many neighborhoods across the nation, neighbors do not know neighbors. In Cabrillo, this is changing. One indicator of the new community spirit is evidenced by participation in National Night Out, a crime prevention event geared to bringing neighbors together. In 2001, Cabrillo hosted no National Night Out parties. Last year, Cabrillo residents hosted nine parties and a huge pre-party celebration that drew more than 200 people to the Cabrillo Shopping Center for a free barbecue, entertainment and camaraderie. Other events the Cabrillo community has rallied behind include youth sporting events such as soccer and Jr. Giants, and a free outdoor screening of the movie, Charlie and the Chocolate Factory, last summer (another movie is in the works for this summer). Several leaders nurtured through the Cabrillo Project have strengthened and formalized the Cabrillo-Centerville Neighborhood Network (CCNN), a group that meets once a month to discuss important community issues or hear guest speakers. This initial group of a half dozen concerned citizens has now grown to have a list serv of almost one hundred residents and some meetings draw as many as fifty participants. The CCNN include members of business groups, faith based organizations, CERT, Neighborhood Crime Watch, PTA's, service clubs and more.

"The CCNN was nurtured in part out of our community building efforts," says Judy Schwarz, "but now it is its own independent, functioning organization—and isn't that what sustainability and leadership is all about?"

Administrator's Note: On May 28th, we will sadly say "So Long!" to Robin Michel, who has worked as a Cabrillo Neighborhood After-School Program Coordinator and FRC grant writer for the last year. Robin is moving on to take a position as Executive Assistant at Kidango, where her many skills and talents will be put to good use. Thank you Robin, for your inspiring writing, your creative ideas and energetic presence, your vast knowledge of this community, and your can-do spirit. We will miss you!

Fremont's Youth & Family Services Celebrates 30th Anniversary

(continued from page 4)

YFS offers **Parent Education workshops** several times a year. They are designed to be a source of information and skill building for parents and a place where parents can share experiences with other parents.

The one-session workshops include:

- *Listening To Children* for parents of elementary school aged children
- *Transitioning To Junior High School* for parents of 6th graders
- *Parenting – The Teen Years* for parents of teens and preteens

YFS has to multi-session classes on parenting:

- *How To Talk So Kids Will Listen*, a six-week series on skills that promote a child's cooperating and parent/child communication
- *Parent Project*, a 10-week series for parents with strong-willed children

Services are offered on a fee basis. YFS uses funds from the City of Fremont, Alameda County Probation and First 5, Alameda County to support some services at no charge to clients, and YFS accepts insurance including MediCal. When clients pay directly for counseling the program uses a sliding scale based on income and family size to keep the costs affordable.



Profile: Leadership Team Member Suzanne Shenfield

by Judy Schwartz

Suzanne Shenfil, the City of Fremont's Human Services Director and FRC Leadership team member was recently honored by her Alma Mater UC Berkeley's School of Social Welfare, as Alumna of the year for her work in the Fremont Community. Often credited with the vision and leadership to create the Family Resource Center Suzanne's work in Fremont goes back more than 25 years, when as a young social worker, she joined the City of Fremont staff. She came to a growing, suburban city with very little available in the way of social services. There were only a handful of local non-profit agencies serving Fremont families, and those that existed were trying to build capacity. Many of the social services provided by the County were located in Oakland, which made access difficult for Fremont citizens.



"When I started with the City in 1978, I had no idea that I would remain here for so long, but the opportunities the City presented were unique," Suzanne says. "I had a blank slate...a chance to create, a chance to innovate, and an environment, which valued both. I must give credit to the City Managers and City Council's with whom I have worked over the years. Their vision for Fremont was to create an exceptional community, which cares about all of its members, regardless of race, age or income level, and to create a superb quality of life for all residents. They have been willing to 'walk the talk' and to invest in the city's social infrastructure."

During her tenure with the City of Fremont, Suzanne, has helped to establish a solid infrastructure of social services for the community. Some of the infrastructure is of the "bricks and mortar" variety. But even more important is the institutional infrastructure she has created and nurtured. The

City of Fremont Human Services Department has a staff of over 40 full-time employees, including social workers, nurses, therapists, psychologists, transportation managers, and community development professionals.

Very few cities of Fremont's size devote comparable resources to human services: Fremont's commitment is a testament to Human Services' ability to leverage every dollar the City commits to social services to bring in an additional three dollars of outside funding. "I am fortunate to have an amazing team of Human Service professionals on my team," says Suzanne. "They are talented, caring and dedicated to providing excellent service. It makes coming to work a joy", she says.

Suzanne has been and continues to be a strong advocate for providing City funding to non-profits, and the Human Services Department manages an extensive program providing grants to local social service agencies. She has supported the use of federal Community Development Block Grant funds to build an infrastructure for service providers—domestic violence shelters, child care centers, health clinics, support for the Afghan community, etc.

When asked how she feels about her role in the creation of the FRC, which will celebrate its 5th anniversary this year, she remarked, "It is nice to see your vision turn into a reality, and to see that people appreciate and benefit so greatly from the services at the Family Resource Center." "The creation of the Family Resource Center was definitely a challenge there were many obstacles to overcome: finding a location; assembling financing; getting commitments from agencies to lease space in the new center. But I have never been accused of not dreaming big, she says. "There is saying which sits prominently in my office and serves as an inspiration for me each day; it reads, 'Shoot for the Moon, for even if you miss you will land among the stars.'"

Ask Resource Rosie!



Question: I have received confusing information about the issue of Medi-Cal and the 60-month time limit on Cash Assistance. If a person's 60-month time clock expires, how long is s/he entitled to receive Medi-Cal before they are cut off?

Medi-Cal and the Cash Aid 60-month time clock are not tied into each other. They are two separate issues. What is the 60-Month time limit? Beginning January 1st, 1998, an adult (parent, aided stepparent, and/or caretaker relative) can only receive 60 months (5 years) of cash aid from the California Work Opportunity and Responsibility to Kids (CalWORKs) program.

This includes cash aid received from California or other states' Federal Temporary Assistance for Needy Families (TANF) Program. The 60-month time limit does NOT apply to the following:

- Children
- Medi-Cal Benefits
- Food Stamp Benefits
- Aid that was received from California or other states under the Aid to Families with Dependent Children (AFDC) Program **before 1/1/98.**

Medi-cal is dependant on the participants' income eligibility and would not stop at the end of the 5 years. It would continue based on the person's yearly recertification.

Do you have a question for Resource Rosie? Send an email to resourcerosie@hotmail.com.

WELCOME CENTER – Here to serve you

by _____

If you've been to the FRC, then it is very likely that you have interacted with one of the friendly, helpful and dedicated staff at the FRC Welcome Center. The Fremont Healthy Start provides this invaluable service to the FRC through their staff who are there daily to greet and assist our clients. Even when placed in very difficult and stressful situations, they maintain their calm, professionalism and smile. They also have the capacity to provide translation services for our customers. The staffing schedule is as follows:

	Monday	Tuesday	Wednesday	Thursday	Friday
AM	Meena Kumar <i>Hindi, Tamil, Konkano</i>	Eloisa Murillo <i>Spanish</i>	Dejuan Lu <i>Mandarin</i>	Elosia Murillo <i>Spanish</i>	Meena Kumar <i>Hindi, Ramil, Konkano</i>
PM	Mary Do <i>Vietnamese</i>	Shala Arsala <i>Farsi, Pashtu</i>	Sylvia Zapien <i>Spanish</i>	Slyvia Zapien <i>Spanish</i>	Mary Do <i>Vietnamese</i>

To best utilize their services, we asked them for a quick list of what they can and cannot do....

This is what we CAN do:

- We can assist clients (non English speakers) with applications to Medi-Cal or other FFRC applications
- We can assist clients with Information and Referral
- We can assist clients (non English speakers) by calling health clinics for health care appointments
- We can assist clients by handing them Discovery Cove child care referrals
- We can assist clients by telling them location of agencies within the community or within the FFRC

This is what we CANNOT do:

- Transport clients
- Hold personal items
- Give money away
- Immediately assist clients
- Type letters of any sort

Thank you to the Welcome Center and the Fremont Healthy Start!

CRIL Presents Workshops on Disability Awareness

by David Monson

Community Resources for Independent Living (CRIL) presented two workshops in May on disability rights awareness: one for persons with disabilities about their rights against housing discrimination, and the other for service providers who work at the FRC about program & services accessibility to persons with disabilities.

The housing workshop, co-presented with Fremont Fair Housing, educated persons with disabilities about CRIL's services in helping them look for affordable and accessible housing. David Monson, CRIL's Tri-Cities Coordinator, also provided information about what is prohibited by state law (non-discriminatory practices & policies, landlords can't ask or require written information about disabilities, no retaliation against someone who opposes discriminatory practices, etc.). Gloria Lando of Fremont Fair Housing provided additional information about fair housing laws and where people can go if they feel they've experienced discrimination.

The service accessibility workshop was co-presented by Monson and Danny Kodmur, CRIL's Systems Change Advocate, and Steve Goodman from California School for the Blind. They informed the service providers attending the kinds of access to their programs (also known as reasonable accommodations) the law requires (e.g., providing sign language interpreters for the deaf and materials in alternate formats for the blind) and provided suggestions for best practices to ensure their services are accessible to the disability community.

If you would like more information about fair housing laws or feel there has been discrimination in violation of those laws, contact Fremont Fair Housing at 574-2270. If you need help to look for affordable and/or accessible housing, or would like information about program service accessibility/reasonable accommodations, contact CRIL at 794-5735



“Wiping Tears”

Training on Adolescent Depression and Suicide

by Lisa Gioia

The FRC Training Series presentation on April 22nd was a unique opportunity for FRC agencies to hear from a group of teenagers their perspective on adolescent depression and suicide. The students were all from the Peer Resource class at Robertson Alternative High School. Students are referred to Robertson because they have struggled academically or behaviorally at mainstream high schools, and often have personal or family problems that create a high level of stress in their lives. This presentation was a culmination of “Depression Busters,” a collaborative project between the City of Fremont Youth and Family Services (Suite E500) and Robertson High School (Fremont Unified School District), and funded through a grant from the Iris Alliance.

The purpose of the Depression Busters project was twofold: first, to build resiliency against depression of the at-risk youth involved in the project, and second, to increase the likelihood that youth suffering from depression would be identified and receive assistance. Three graduate students interns from San Jose State, Taquelia Washington, Sharon Ram, and Anh Truong, in consultation with two Fremont Youth and Family Services therapists, David Watt and Marvin Bowerman designed a psycho-educational, interactive curriculum on teen depression and effective peer interventions. The interns and staff therapists then taught the curriculum to the sixteen students in the peer resource class.

As a final component of the program, the students prepared a workshop to help educate their school and community, with their first “formal” audience being those attending the FRC

training. The workshop utilized a puppet show called “Wiping Tears” that the teens wrote to dramatize the signs and symptoms of depression. The presentation included a narration with information about how to recognize depression and how to get help. The students chose three areas to focus on in their presentation: depression related to loss and grief, relationship violence, and self-mutilating/cutting behavior. The students then answered questions from the audience. There ensued an interesting discussion about why teens might be hesitant to either go to a counselor themselves, or to refer a friend. The teens shared that it is very important to feel like they can “relate” to the counselor, and sometimes that is why they might feel more comfortable with younger teachers and counselors. They suggested that it might help a teen reach out if they have an opportunity to bring a peer to a counseling session. After the students left, the audience watched a video about self-harming behavior called “Feel My Pain” which the students had seen earlier and thought was quite informative.

The Depression Busters interns were able to bring the feedback from the training evaluations back to the students the following week so that they could incorporate the suggestions into their presentation. Since the training, they have presented to each class at Robertson, and are looking at bringing the presentation to some other high schools.

If anybody would like to learn more about the Depression Busters curriculum, contact Youth and Family Services at 574-2100.



“Interest”-ing Training for FRC Staff

by Dan Schoenholz, Deputy Human Services Director, City of Fremont

About 20 staff from FRC agencies and affiliates gathered in the Pacific Room on January 29th for training on “Using an Interest-Based Approach to Strengthening Workplace Relationships.” The trainers were Dan Schoenholz, Deputy Human Services Director for the City of Fremont, and Jim Becklenberg, a Management Analyst in the City’s Finance Department.

Interest based negotiation, or IBN, is predicated on attacking problems rather than people. It is a way to broach conflict while maintaining respectful relationships. When a problem or conflict arises, we all have the tendency to take a position and then hold to it. IBN provides a structured series of steps to use to get at the underlying “interests” of all parties, to develop a range of options that meet those interests, and to select an alternative. IBN can be used in formal negotiations, but the principles can also be applied in the normal day-to-day push and pull of working with clients and colleagues.

“I feel it is important to consistently visit and revisit this topic, as conflicts are the norm and remembering to deal with them positively is difficult,” said one attendee. “Thank you! Good training!”

The FRC offers free monthly trainings on a variety of topics. Don’t miss out on this great benefit of being affiliated with the FRC! Send your ideas for training topics to Naomi Nakano-Matsumoto at nnakano-matsumoto@ci.fremont.ca.us or call her at 574-2282.

Mandarin Parenting Classes

by Ann H. Zhou, Tri-City Health Center Member Services and Outreach Supervisor

Since Nov. 03, the Tri-City Health Center has conducted two series of Parent Education classes in Mandarin at the FRC. Through the support and use of the FRC's conference room and access to child care at Discovery Cove, the parent education classes were a great success.

Participants completing the class receive a certificate for their participation. Twenty-six parents/grandparents were served in the first two groups.

We are now conducting our third Chinese Parent Support Group at the FRC. For information on this and other groups, please call: Ann H. Zhou at (510)770-8133 ext. 129

Thank you FRC for your wonderful support!



Washington On Wheels Comes to the FRC

by _____r

Washington On Wheels Mobile Health Clinic (W.O.W.) has begun providing services at the FRC. The 40-foot mobile clinic equipped with two exam rooms provides physical exams, health screenings and immunizations for adults and children. Services are provided in the FRC parking lot from 9:30 am until 3:30 pm on the 2nd Monday of every month. Services are free and open to the public on a first come, first served basis. W.O.W. primarily serves the uninsured. W.O.W. is staffed by Nurse Practitioner Sherrie Kneebone and Medical Assistant Connie Corral. Translation in Spanish is available. For more information please contact Healthy Start at 656-4206.



FRC Birthday Party

June 2004 marks the FRC's fifth birthday. To celebrate this milestone, the agencies and staff at the FRC have an exciting afternoon of food, fun and friendship planned.

The June 30 celebration will start with a "Progressive Lunch", where participants will visit various agencies to receive various courses of their meal. This will allow participants to visit agencies and get reacquainted with their services. This activity will culminate with everyone coming together for cake and ice cream in the Pacific Room.

Please plan on joining us on June 30 from 12:00 PM to 2:00 PM. (more details to come)



Building a State Association to Advance the Family Support Movement in California

by Len Kruszecki

"Family support" can mean many things—a set of beliefs for empowering families and communities, a community-based program to help parents be good nurturers and providers, a shift family-focused service delivery in communities, and a social movement urging us to assume responsibility for improving the lives of children and families." Of course this includes the growing number of family resources center across the state.

Currently there is a concerted effort around the state to develop a statewide association dedicated to advancing the family support movement in California.

This work has been evolving for over two years with more concentrated work of a diverse Leadership Team representing the various geographic areas of California during the last nine month. The work of the team has focused on designing a planning process and drafting the main elements of an organizational plan to form the associations. During the last three months, there has been a strategic effort to obtain input on the elements and draft of the proposed plan.

Although still in the planning and draft stage the proposed mission of the association is: ***To Advance the community-driven family support movement.***

The proposed roles and services of association include:

- 1) **Promote the Field of Family Support**
- 2) **Advocate for Policies that Strengthen Families**
- 3) **Promote Quality Family Support Endeavors**
- 4) **Provide Education and Technical Assistance**
- 5) **Facilitate Networking and Mutual Support**

While currently gathering input from across the state, the plan includes completing the planning process by August 2004.

The ultimate goal is to launch the association, recruit members and start providing an initial set of services by early 2005.

Stay tuned for further information and be ready to join in 2005.

For further information, please contact: Mike Smith, Social Entrepreneurs, Inc. (775) 324-4567, msmith@socialent.com or Leticia Alejandrez, Foundation Consortium for California's Children and Youth, (916) 646-3646 ext. 3005, lalejandrez@consortium.net.

Cabrillo Neighborhood Kids Learn More than Soccer Skills in After-School Program

Last September, the Fremont Family Resource Center (FRC), on behalf of the Cabrillo neighborhood, received funding to implement an after-school soccer program at three Fremont elementary schools: Cabrillo, Oliveira and Patterson.

Team-Up For Youth, an organization that funds sports programming for youth, awarded the FRC \$29,000 to make after-school soccer a reality for Cabrillo children. Many of these children lacked an opportunity to play organized sports, but thanks to Team-Up for Youth, nearly 300 boys and girls have had the opportunity to play soccer in one or both 10-week sessions offered during the current school year. Each session culminated in an end-of-season tournament, thanks to tournament sponsors *Alpine Awards, Central Chevrolet, Century 21 Pride Properties/Jesse Fernandes, Check Center, Edward Jones/Jim Urda, Food Maxx, Fremont Family Resource Center, Team-Up for Youth, Tri-City Kiwanis and Washington Hospital*. Both tournaments were well attended, with more than 400 players, friends and families turning out to enjoy the friendly competition and camaraderie in cheering



Coach Ronda Terra and Community Engagement Specialist Patricia Garcia lead Cabrillo Wildcats in pre-game stretches

one another's teams on.

Once again, Cabrillo Elementary managed to sweep the fields, taking home trophies in three divisions: Kindergarten, Grades 1-3, and Grades 4-6th. More important than trophies, however, was the important life skills these children learned on the playing field. This unique program was coed, and the emphasis was on having fun and providing youth the building blocks for healthy development, such as promoting physical and emotional safety, developing positive healthy relationships with peers and adults, and providing leadership opportunities. As several players wrote on their evaluations, "Say 'good job' when others win; don't brag if you win. Be kind, say good things. Help someone if they fall."



Cabrillo First Place trophy winners and Coach Juanita (grades 4-6) smile for the cameras

Many thanks to lead coaches Chris Redgrave, Sara Shreve and Ronda Terra, and assistant coaches and volunteers Sal Aguilera, Atif Ali, Shawn Balgley, Cindl Brown, Ivan Cohen, Juanita Christensen, Jesse Fernandes, Mike Foster, Steve Hale, Edgar Hernandez, Mickey Hill, Tondra Hill, Ray Jahal, Kevin Redgrave, Rakesh Swamy and anyone whose name we forgot to mention for their hard work and dedication!

“Take me out to the ball game....”

by Robin Michel

As the school year winds down, the Cabrillo Neighborhood is gearing up for another fun-filled Junior Giants summer when more than 175 lucky boys and girls will benefit from this free baseball league provided by the San Francisco Giants Community Fund and administered by the Fremont Family Resource Center. Ronda Terra will once again serve as Junior Giants Commissioner, and Scoop readers are encouraged to don a SF Giants baseball cap and play ball with us by serving as volunteer coaches!

Junior Giants, the flagship program of the Giants Community Fund, began in 1994 as the Community Fund's way to address the growing concern over the lack of wholesome activities for inner-city children. The goal of Junior Giants is to promote self-esteem, teamwork and leadership along with the fundamentals of baseball. The program has proven so successful it is now serves 9,000 youth across Northern and Central California. In 2002, Junior Giants was inducted into the World Sports Humanitarian Hall of Fame as the "Best Single Program," an honor well deserved.

By partnering with the FRC last summer, Junior Giants made its debut in Fremont. More than 160 boys and girls participated, and the Giants Community Fund provided each player and coach with a Junior Giants T-shirt and cap, balls, bats and all baseball equipment. The six-week season culminated in a wonderful closing day ceremony that was attended by the honorable Mayor Gus Morrison and several other dignitaries, and local businesses stepped up to the plate to see these children had an experience they would never forget!

For more information, or to volunteer, please call Junior Giants Commissioner Ronda Terra at (510) 449-1271, or email her at rterra@ci.fremont.ca.us.



Hewlett-Packard Awards FRC \$27,000 to Benefit Low-Income Families

by _____

The FRC recently received a grant from the Hewlett-Packard Company through its HP Technology for Community Program to help build economic success for low-income families served by the FRC. The HP Technology for Community Program targets non-profit organizations that provide services to improve the quality of life for individuals in their community by providing technology, software and training to enable these organizations to more efficiently and effectively provide their services to the community.



One of 47 agencies in the United States and Puerto Rico to receive this award, the FRC will receive six laptops and a printer for use in the VITA program, a print server and wireless access point to be used with the laptops and printer for the VITA program, and business calculators for low income families who participate in the FRC's new Money Smart program. The FRC will also receive digital cameras, an LCD projector, accessories and software to support FRC partner agency outreach and development efforts and to help with organizational sustainability. The combined product and cash award is valued at nearly \$27,000.

Through its collaborative partnerships, the FRC is able to leverage resources, and serve and empower more families than any one of the partner agencies could do on its own.

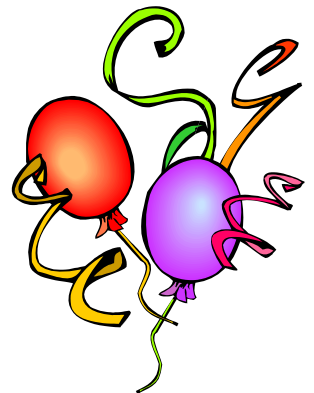
"We are thrilled that HP is partnering with us to help build economic self-sufficiency for all low-income families, including our new Money Smart program and VITA," said Judy Schwartz, FRC administrator. "For the last two years, we have borrowed IRS laptops for VITA. The IRS has increasing demands for their laptops, and cannot guarantee that we will be able to borrow them in the future. . With our own laptops, we can administer this important program more efficiently, utilize volunteers more effectively, and serve more families in this area of need."

Equipment will arrive in mid-July. Equipment not designated for VITA or financial literacy courses will be made available to loan to FRC partner agencies. The use of another digital projector, as well as digital cameras will assist FRC partner agencies in marketing some of the important work they are doing to help families improve their quality of life.

FRC Customers are Happy Customers!

by _____

Our bi-annual FRC Customer Survey Day was held on Thursday April 29. The FRC was donned with festive balloons and customers who filled out a survey received thank you mints and an FRC pencil. 162 Customers were surveyed, with participation coming from almost every FRC agency. Special recognition goes to the Welcome Center staff, who collected 36 surveys! Results of the survey were consistent with past outcomes.....our customers overwhelmingly feel treated with respect (94%), welcomed (93%), and very satisfied (81%) or somewhat satisfied (9%) with their experience at the FRC. 92% of our respondents reported that the services they received addressed their needs. The following customer comment is a representative sample of the feedback we received: *"I am glad that I can come to a place that is friendly, helpful and most of all answers all my questions!!!!"* THANK YOU to all staff in all FRC agencies for making the Family Resource Center an inviting and valuable place for families!



Calendar of Events

Youth and Family Services (YFS)

YFS Intern Training
Sept 1 and 2, Sept. 7 and 8
Upcoming Workshops:

Listening to Children:
10/21/04

6:15 PM - 8:30 PM
Pacific Room

Parent Project-

Sept. 16 Free Information Night
Sept. 23-Dec. 16 No Class on Nov. 25
6:30 PM - 9:30 PM
Millenium Room

Parenting the Teen Years-

Oct. 7
6:15 PM - 8:30 PM
Pacific Room

How to Talk so Kids Will Listen

Oct 14- Dec 9,
No Class on Nov. 11 or 25
6:15 PM - 8:30 PM
Caribbean Room

Asian Community Mental Health Services

Asian Community Night with the A's
hosted by Asian Community Mental Health Services and the Oakland A's
Friday, July 23, 2004
7:05 PM

\$24 Plaza level infield tickets are available from yongmeif@acmhs.org or emilyl@acmhs.org
Sports memorabilia auction and drawing will also be held in the Westside Club through the 5th inning.

CRIL (Community Resources for Independent Living)

CRIL is celebrating its 25th anniversary with a dinner event at the Dublin Radisson on September 17 from 5pm until 8pm. The dinners are paid for and the community is welcome. Invitations should be mailed this summer.
Contact: Elizabeth Pazdral at (510) 881-5743, ext 17.

SAVE (Shelter Against Violent Environments)

SAVE's Domestic Violence Awareness Breakfast

Friday, October 1, 2004
7:00 AM - 9:00 AM
Fremont Marriott
46100 Landing Parkway
Fremont, CA
Call (510) 574-2250 for information

SAVE's Service of Remembrance

Thursday, October 21, 2004
6:30 PM
(A Night to Remember Victims and Survivors of Domestic Violence)
Call (510) 574-2250 for information

KUDOS!

A sampling of comments from the FRC's "We're All Ears" customer comment forms.

CHILD CARE LINKS

Meredith Nikkel

Thanks to Meredith Nikkel of ChildCare Links for volunteering for the FRC Volunteer Income Tax Assistance Program. Her excellent customer service and dedication to the community has been an inspiration to fellow FRC employees. Thank you Meredith!! You walk the talk and you're awesome. Anonymous 4/04

DISCOVERY COVE

Hajar and staff

I really appreciate the quality of the craft projects. In fact, I'm appreciative of the city's making high value drop in child care available to the community. I'm able to volunteer in my community and serve in my church as a result. LF 5/12/04

Very good! ZG 4/07/04

The lady who runs the program is very caring and dedicated. She is always interacting with all the children with crafts, walks or one-on-one needs. Keep her there, please. PD 4/27/04

The service for child care makes my transition to work stress free. I need this type of support services for my self sufficiency progress. Thank you! VP 4/01/04

Hajar is phenomenal...she taught my daughter to walk, to sing, to dance, to count, colors, you name it. Of course, we implement such at home, but my daughter learns sooooo much at Discovery Cove (including sharing, caring, emotional development, story time, etc.) and every time she comes home from there, she has something new she has learned....The environment is fun and also catered to learning because the staff are Tiny Tots teachers, or for the most part, those with Early Childhood Education credits or are in school studying ECE.....I can only rave about Discovery Cove-and for the price, it's a Goddess-send to me. CM 4/29/04

FREMONT HEALTHY START

Meena Kumar

Excellent! She helped me when I needed it. SS 4/19/04
Meena has been helping me for the past ten years. She is nice and kind. Thank you! AA 4/5/04

Eloisa Murillo

I am so grateful to have met Eloisa. She has been my angel. She helped me with all of my paperwork and made calls for me so I could get all the help I could. Without Eloisa's help, I don't think I would be patient enough to fill out all the paperwork. She is my Angel. Thanks, Eloisa. AL 3/30/04

Sylvia Zapien

Congratulations to newly wed Sylvia Zapien, now Zapien-Dorsey, in her recent marriage! She is always willing to help others out at the Welcome Center and we are so very happy for her.

LAO FAMILY COMMUNITY DEVELOPMENT

Thanks to Marzia, who often assisted with Farsi translation for VITA customers. Her willingness to come and assist, often on only a moment's notice, was greatly appreciated by the FRC Staff and VITA volunteers. She was a wonderful example of FRC employees in collaboration. Thank you, Marzia. Anonymous 4/04.

Tri Cities One Stop Career Center/EDD

I'm new to the Fremont One Stop Center, but I have found it to be helpful and the people are friendly. LC 3/9/04

Susan Chow and B.J. Swint

KUDOS to Susan Chow and B.J. Swint who volunteered their time after work hours for the FRC 2004 Volunteer Income Tax Assistance Program as screeners for the second year in a row. These ladies worked every Wednesday night assisting low-income clients receive free tax assistance. Thank you, ladies! Anonymous 4/04

How to Contact your State Legislators

Senator Don Perata (SD-9)

State Capitol Office:
State Capitol, Room 4061
Sacramento, CA 95814
(916) 445-6577
District Office:
1515 Clay Street, #2202
Oakland, CA 94612
(510) 286-1333

Assembly Member Guy Houston (15)

State Capitol Office:
State Capitol, Room 3132
Sacramento, CA 95814
(916) 319-2015
District Office:
800 South Broadway, Suite 304
Walnut Creek, CA 94596

Assembly Member John Dutra (20)

State Capitol Office:
State Capitol, Room 3091
Sacramento, CA 95814
(916) 319-2020
District Office:
39510 Paseo Padre Parkway, Suite 360
Fremont, CA 94538

Pete Stark

Washington, DC Office:
239 Cannon HOB
Washington, DC 20515
(202) 225-5065
Fax: 202-226-3805
Office Hours 8:30am-6:00pm Eastern
Time
District Office:
39300 Civic Center Dr. Ste. 220
Fremont, CA 94538
(510) 494-1388
Fax (510) 494-5852
Office Hours 9:00-5:00

Senator Liz Figueroa (SD-10)

State Capitol Office:
State Capitol, Room 2057
Sacramento, CA 95814
(916) 445-6671
District Office:
43271 Mission Blvd.
Fremont, CA 94539
(510) 413-5960
(408) 286-0329
Fax (510) 413-5965

Assembly Member Wilma Chan (16)

State Capitol Office:
State Capitol, Room 4098
Sacramento, CA 95814
(916) 319-2016
District Office:
1515 Clay Street, Suite 2204
Oakland, CA 94612

Congresswoman Ellen Tauscher

Washington, DC Office:
1122 Longworth House Office
Building
Washington, DC 20515
(202) 225-1880
Fax (202) 225-5914
Satellite Office:
100 Civic Plaza Suite 242
Dublin, CA 94568
(925) 829-0813

U.S. Senator Barbara Boxer-D

Washington, DC Office:
United States Senate
112 Hart Senate Office Building
Washington, D.C. 20510
(202) 224-3553

U.S. Senator Dianne Feinstein-D

Washington, DC Office:
United States Senate
331 Hart Senate Office Building
Washington, DC 20510

Assembly Member Loni Hancock (14)

State Capitol Office:
State Capitol, Room 2163
Sacramento, CA 95814
(916) 319-2014
District Office:
918 Parker Street, Suite A-13
Berkeley, CA 94710

Assembly Member Ellen M. Corbett (18)

State Capitol Office:
State Capitol, Room 4126
Sacramento, CA 95814
(916) 319-2018
District Office:
317 Juana Avenue
San Leandro, CA 94577-4871

Congresswoman Barbara Lee

Washington, DC Office:
426 Cannon HOB
Washington, D.C. 20515*
Phone: (202) 225-2661
Fax: (202) 225-9817
District Office:
1301 Clay Street
Suite 1000 North
Oakland, CA 94612
(510) 763-0370
Fax (510) 763-6538

United States Senators (CA)

www.senate.gov/index.htm

United States House of Representatives (CA)

www.house.gov/

California Assembly Members (for Alameda County only)

www.assembly.ca.gov

California Senate Districts

www.sen.ca.gov

WHO'S NEW AND WHO FLEW THE COOP?

Have you heard about the new FRC Clinical Supervisor/Service Integration Coordinator...or has a new person been working in your office, or perhaps seated next to you at a meeting or training?

Well, here is the *FRC SCOOP*...but you didn't hear it from me...



The FRC Administration recently hired Naomi Nakano-Matsumoto in the position of Clinical Supervisor/Service Integration Coordinator. In this position Naomi will oversee most of the FRC initiatives related to Service Integration, as well as supervising the core case management team of Family Support Services in coordination with the staff of the Welcome Center. Naomi, who is a Licensed Clinical Social Worker, served for the last five years as the Associate Director of Asian American Recovery Services. Prior to becoming the Associate Director, Naomi served for four years as the Program/Clinical Manager at the same agency.



Naomi comes to the FRC with a considerable experience in collaborative work, program development, administration and fund development, and a vast amount of clinical and supervisory experience.

Quote from Naomi - *"I'm excited to become part of a great collaboration of agencies, programs and people. I'm very impressed with all of the wonderful work that is going on here at the FRC. The City of Fremont is truly an innovative city."*

Other new staff that made it on the FRC **"Who's New"** list.

- Rhonda Boykins, Workforce & Benefits Administration
- Michelle Wei, Workforce & Benefits Administration
- Margarita Cheng, Workforce & Benefits Administration
- Claudia Rodriquez, WIA Youth Enrichment Services
- James Jones, Tri-City Children & Youth Services

We welcome all new staff to the FRC, and we encourage everyone to extend yourselves to get to know our new colleagues.

Now, it just would not be fair not to tell you **"Who Flew the Coop"**. Sadly, many of the names listed below have moved on to other sites as a result of state and county budget cuts. Since our last SCOOP, we have bid a fond farewell to:

- Melvin Shaddock, Site Director of Tri-City One-Stop Career Center/EDD- Melvin has transferred to Sacramento to be closer to his home in Modesto.
- Mindi Lewis, Workforce & Benefits Administration- Mindi was reassigned to another location due to budget cuts, and then decided to take a job with Head Start closer to her home in Modesto.
- Nelly Ceja, Workforce & Benefits Administration was reassigned to Enterprise Office.
- Karen Eccles, Tri-City Children & Youth Services
- Kristine Kwok, Tri-City Community Support Center
- Tom Tillotson, Tri-City Community Support Center
- Adriana King, Tri-City Community Support Center
- John Vigallon, HELP - The staff of HELP will no longer be working out of the FRC
- Tino Parra, HELP
- Rachel Vigallon, HELP
- Meagan Killeen, HELP
- Russell Sass, HELP
- Robin Michel, FRC Administration-Robin is moving on to community partner agency Kidango!
- Rocio Hernandez, FRC Administration-Rocio has finished a time limited position supporting the VITA program

And we say ~~farewell~~ to this year's interns and wish them the best!

- John Yap, FRC Family Support Services
- Magaly Puebla, FRC Family Support Services
- Elaine Culverwell, Youth & Family Services
- Laura Osborn, Youth & Family Services
- Miwako Ishii, Youth & Family Services
- Vivette Catipon, Youth & Family Services
- Anh Troung, Youth & Family Services
- Beverly Floresca, Youth & Family Services
- Heather Martin, Youth & Family Services
- Sharon Ram, Youth & Family Services
- Taquelia Washington, Youth & Family Services
- Tara Marquez, Youth & Family Services
- Vanessa Sutter, Youth & Family Services
- Hung Lee, Youth & Family Services

One more piece of pressing news...but remember you didn't hear it me...Melissa Schormann from Child Care Links...is now Melissa Paull. Yeah, that's right she went and got hitched.

FRC Agencies' site directors/managers, please remember to notify Deborra Lay via phone 574-2280 or email dlay@ci.fremont.ca.us about new and/or terminated staff within your Agency. We want to be sure that they are added to the FRC Agencies – All User Staff email address book. The information to send to Deborra is name, agency name, phone number, and email address.

HELP Sadly Closes Its FRC Doors

by _____

As of June 30, 2004, due to funding cuts, HELP Adolescent Recovery Services will be closing their doors at the FRC. Over the last five years, HELP never refused anyone service due to inability to pay, and over 600 adolescents were treated at the agency through the anger management program. Teens were also trained to do presentations in the classrooms or at conferences in various school districts throughout the Bay Area. HELP also worked with thousands of students in the school district over the past nine years, providing drug and alcohol information and services in the classrooms and at assemblies. "The Every 15 Minutes" program came to Fremont via Executive Director John Vigallon and his staff.



HELP will continue to provide some services, operating as a mobile unit working out of a FUSD school site. They will be providing the same services that were offered at the FRC. More information on how families can access HELP services will come at a later date, as they are still working on transitioning to a new location and a new mode of operating. In the meantime, interested teens or families can reach John Vigallon on his cell phone at (209) 456-0297.

John shared the following thoughts about this transition ... "I have had the privilege to work with so many caring professionals who have taught me so much. We had a lot of success and a whole lot of fun working with our kids and all of you. That I will miss very much. I even ate fire at one of the FRC annual staff day away events! (Some perhaps remember the "Greatest Show On Earth, when John set off the fire alarm while eating fire for the event!) Much love to all of you. God Bless and Good-Bye."

Facilities Updates

FRC Roof

The FRC roof project is complete. Thank you for your support and patience while we were under construction.

Security Key Card Access Control System

The security key card access control system is in full operation mode. The alarm feature is active and triggered alarm signals are going straight to the Fremont Police Department. Citations will be issued if Fremont Police responds to a false alarm.

It is very vital that everyone follow the rule of not propping any doors open before or after normal business hours... Monday - Friday, 8:00 a.m. – 5:00 p.m. The only access into the FRC facility is with a key card. Signs are posted at the doors that should not be used outside of the normal business hours. Clients that have appointments after normal business hours need to use the phones that are located on each of buildings outside of the main entrance doors and at the south end of the EFGH building to call the staff person that they are meeting with for entrance into the facility. Please do not let anyone in the buildings that you are not

expecting or do not know. Usually, people needing access outside of normal business hours should be able to tell you the name of the staff person that they are meeting and the agency name.

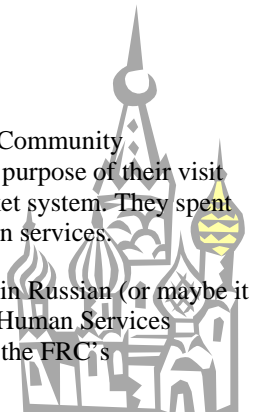
Also, it is an important job for each agency to train all new staff on how to access the facility if they are scheduled to come in before or after normal business hours. Please do not loan out your key card to other people. Treat this card like you treat your social security card or credit card... keep it safe.

FRC Hosts Russian Health Experts

by Dan _____

On April 20th, ten public health officials from Ulyanovsk, Russia spent the morning at the FRC as part of the "Community Connections" program funded by the U.S. State Department's Bureau of Educational and Cultural Affairs. The purpose of their visit was to broaden their knowledge of the practice of public health/administration of health care within a free market system. They spent three weeks in the Bay Area visiting health care facilities and agencies working in the areas of health and human services.

City of Fremont Human Services Director Suzanne Shenfil elicited a big laugh from the group with a welcome in Russian (or maybe it was an off-color joke, it was hard for her staff to tell). FRC Administrator Judy Schwartz and Fremont Deputy Human Services Director Dan Schoenholz gave an overview of the FRC. The Russian contingent had many questions regarding the FRC's collaborative efforts and its financing structure, and seemed very impressed with the services provided here.





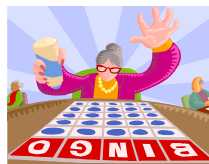
HONOR A FRIEND OR COLLEAGUE: Donate to the FRC

The FRC and its member agencies have all been impacted by the lingering downturn in the economy, the state budget crises, and the resulting city and county budget problems. Many agencies are undergoing hiring freezes, lay offs, and/or program cutbacks. The FRC has been directly impacted with the loss of County funding for Discovery Cove, our drop-in childcare center. The doors of Discovery Cove continue to stay open for now, but we are in the midst of writing grants and developing strategies to bring in more revenue.

One strategy is the development of a fundraising drive to build up support for the FRC through individual donors. As part of that drive, we have created donation tribute envelopes that can be used for small contributions.

Donors can contribute in honor or memory of someone else, and their donation will be acknowledged to whomever they choose. Envelopes are available in the FRC lobbies. Honor a friend's birthday or promotion with a small donation to the FRC. Every little bit helps!

To make a donation, please pick up a donation envelope in A110 or call Judy Schwartz at 574-2274.



Win a Prize!

Now that you've read the Scoop, answer this quiz for a chance to win a \$10 gift certificate:

"Either write something worth reading or do something worth writing".

Ben Franklin

We hope that the Scoop continues to be something that is worth reading for you. We know that the **wonderful** work that goes on here at the FRC is worth writing about. Thanks for reading the Scoop!

If you've read this issue of the Scoop, please bring your business card (or come fill out your name and contact info on our card) and place it in the box in the FRC Administrative Office at A110. Your card will be entered into our drawing for some fun prizes!

KEEP READING!

Drop off your answers in A110 by 7/15. Winners with correct answers will be randomly chosen.



Family Resource Center

39155 Liberty Street, Suite A110, P.O. Box 5006
Fremont, CA 94537-5006
www.fremont.gov

Return Service Requested

**FRC MEMBER
AGENCIES**

Non-Profit

Afghan Coalition

Asian Community Mental
Health Services

Child Care Links

Community Resources for
Independent Living (CRIL)

Community Child Care
Coordinating Council (4C's)

Fremont Fair Housing and
Landlord/Tenant Services

Fremont Healthy Start
(EBAC)

HELP Adolescent Recovery
Services

Lao Family Community
Development, Inc.

Parental Stress Service

Schuman-Liles Clinic

Shelter Against Violent
Environments (SAVE)

State

CalWORKs Success Center

Department of Rehabilitation

Employment Development
Department

County

Public Health Nursing

Tri-City Community Support
Services

Tri-City Children and Youth
Services

Veteran's Services

Women, Infants, & Children
Program

Workforce & Benefits
Administration

City

Human Services Department
FRC Core Services
Youth & Family Services

***FRC Leadership
Team***

- Shirley McPherson,
Child Care Links
- Letha Barnett,
Schuman-Liles Clinic
- Melvin Shaddock, Employment
Development Department
- Leyda Cedenio,
Department of Rehabilitation
- Tony Limperopolus, Tri-City
Community Support Center
- Suzanne Shenfil, City of
Fremont Human Services
Department